

AWARD NOMINATION
SMALL BUSINESS PARTNER OF THE YEAR

(For presentation at the Annual Small Business Awards Ceremony (June 2004))

Bureau: Internal Revenue Service, Department of Treasury

Company Name: Paradigm Solutions Corporation
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Rockville, MD 20852

Telephone Number: (301) 468-5844

President: Ray Huger

Business Type (Check all that Apply)

☐ Small ☐ SDB ☒ 8(a)

☐ HUBZone ☐ Veteran-owned ☐ Service Disabled Veteran-owned

Paradigm Solutions Corporation is a contractor for the IRS' Long Term Maintenance of Computing Centers (LTMCC Contract and the IRS' Corporate System Modernization/Mirror Image Acquisition (CSM/MIA) contract. These contracts provide software license and hardware maintenance support for the IRS' Computer Systems located at centers in Martinsburg, WV, Detroit, MI and the National Office, Washington, DC. The centers process taxpayer related transactions, tax information data and taxpayer file information which is a vital part of the IRS' mission.

Paradigm Solutions Corporation was founded by its' president, Ray Huger in 1991. In 1997, Ray Huger (business management/consulting) formed a partnership with Harry Kaneshiro (IT experience) and Samar Ghadry (marketing) to form the company's Executive Management Team. The company received its 8(a) certification in 1995. The company has grown from six employees to its current level of 160 employees. Paradigm's goal is to be the preeminent provider of business solutions and services to government and industry. Paradigm has achieved this goal for the IRS contracts through sustained superior performance, and a competent and very efficient workforce. The company has various Department of Treasury contracts with the Office of the Comptroller of Currency, US Secret Service, Bureau of Engraving & Printing, US Mint and National Technical Information Service.

Paradigm has performed the LTMCC contract since 2001 and the CSM/MIA contract since 2003 in an exemplary manner. The company has 35 software subcontractors, including original software manufacturers and 27 hardware subcontractors.

Throughout the contract period, Paradigm has had no disruption of schedules, degradation of performance or increase in costs. The company provides quality services and support to ensure total customer satisfaction.

Paradigm designed a Web Site for use by IRS personnel that provides an innovative solution for sharing secure and accurate real-time information for the LTMCC and CSM/MIA contracts. The website was a valuable asset during the disaster recovery exercise. The Web Site it includes information on contractual software and hardware, subcontractors, disaster recovery, Section 508, news, reports, databases, configuration, historical information and identification of Paradigm and Contracting personnel. The website in comprise of both secure and unsecure information (viewable by vendors). Many vendors have requested the opportunity to have information posted on the Web Site as a result of visiting the Web Site.

Through the superior performance of the LTMCC and CSM/MIA contracts, Paradigm has achieved its objective to excellence and client satisfaction. The company has established a reputation as an honest, trustworthy, business partner for the IRS.

Paradigm has proven to be unsurpassed in demonstrating professionalism. The contractor works diligently to foster and maintain an excellent working relationship with the IRS and to make it their mission to keep its subcontractors well informed and up-to-date on current plans for upgrades. Paradigm is flexible and responsive to customers needs and is available to the IRS on an as needed basis.

Paradigm has been extremely successful in meeting effectiveness levels and response times. Over the past year, the IRS has presented many system upgrade scenarios and have asked Paradigm to submit proposals in very short timeframes. Because of the excellent working relationship established between Paradigm and its subcontractors, Paradigm was able to meet these short deadlines and the Government received the necessary requested information ahead of established timeframes.

Through Paradigm's existing relationships with current vendors, use of existing resources and vast accumulation of spare parts, the company provides cost efficiencies to the IRS. Paradigm, through negotiations, reduced the monthly cost of equipment to an upgrade and modified maintenance, which resulted in an annual savings of \$33,827.52 to the IRS.

One software company was preparing to upgrade its license fee at the end of year. Paradigm obtained a similar license and cancelled the license agreement upon expiration. This action saved the IRS an increase in upgrade fee of \$91,834.72. Recently Paradigm received notification from a subcontractor of a reduction in maintenance costs for products covered under the LTMCC Contract.

Even though Paradigm was not obligated to pass these cost savings to the IRS, they did. This resulted in a substantial cost savings to the Government.

Paradigm participated in a disaster recovery exercises for DCC and MCC held at the Tennessee Computing Center, Memphis, TN. A major system roadblock occurred during the exercise which resulted in an extension of the processing

timeframe. There was a concern that the necessary codes obtained from Paradigm's subcontractors would have to be renewed and there would not be enough time remaining in the exercise to obtain the renewal codes. Paradigm either obtained the codes or obtained a time extension for code use on the same day of notification from MCC and DCC and as a result both disaster recovery exercises were extremely successful.

Paradigm considers its relationship with the IRS as a partnership. The IRS has meetings every two months with Paradigm to discuss problems, issues upgrades and matters affecting the LTMCC and CSM/MIA contracts. The meetings are attended by contracting personnel, the IRS COTRs' and sub-COTRS', program managers, Paradigm's Project Manager, Paradigm's Web Master, Paradigm's hardware and software managers and one of Paradigm's Vice Presidents. The participation of the Vice President signifies Paradigm's mission of management involvement and customer satisfaction. Paradigm's Vice President of Operations, personally oversees and directs the LTMCC contract. He visits the IRS sites frequently, to ensure complete customer satisfaction. Paradigm's Executive Oversight Committee comprised of top Corporate officials preside over the LTMCC and CSM/MIA contracts and work with the management team to ensure superior performance of the contracts.

Paradigm's objective has been a commitment to excellence and client satisfaction. The company has achieved this objective and has cultivated a relationship of open communication, professionalism, trust and reliability with the IRS.